



Customer Success Lead

The Customer Success Team is built up of creative and passionate individuals, who make up a dynamic, industry-leading team that is laser-focused on developing and delivering memorable customer experiences. Team members need to understand all matters specific to our customers and collaborate cross-functionally to ensure their success in adopting our platforms. This is an exciting team that works closely with senior leaders, by providing guidance to executives, program, and technical teams, as well as acting as the voice of the customer.

The mission of this role is to bridge with the sales team and help customers develop success with the product. The candidate will oversee the operations of the Customer Success Team. A successful Lead Customer Success will be capable of making their team work together toward customer success by enabling ways of working, culture of service, operational excellence and ensuring an optimum working relationship at all times between our customer teams and key other areas of the business.

Responsibilities

- Lead client onboarding experience, adoption, and expansion.
- Build and lead the customer success team by providing the vision and direction to implement and scale strategies and processes to deliver a 'best in class' customer experience while producing ongoing measurable results.
- Exceed key performance metrics and annual goals including product adoption, renewal rates and renewal bookings.
- Hire, develop, and retain a high-performing customer success team across all target customers within the company.
- Operate the team with focused and actionable metrics and KPIs Manage resource planning, conduct forecast meetings, and deliver regular performance and activity reports to Customer Success Executive leadership.
- Partner with Sales teams to continue to refine segmentation of the customer base, resource allocation, and adoption/expansion strategies in accounts.
- Partner with internal product and marketing executives to develop and implement strategies to enhance the customer experience and enable the voice of the customer and expansion programs.

Requirements

- Bachelor Degree or equivalent work experience.
- 2+ years of experience successfully leading and growing large customer success and/or account management teams ideally from early inception.
- 4+ years of experience in customer facing roles such as Account Management, Customer Success or Systems Engineering.



- Consistent track record of achieving personal and team goals.
- History of accurate forecasting and business reporting.
- Good understanding of technologies, particularly focused on solutions.
- Excellent people management skills; high empathy and consideration for team morale and individual career progression.
- Proven proficiency in running metrics-driven and process-oriented teams.
- Excellent written, verbal, presentation, and interpersonal communication skills.
- Fluent in English.

About the #EagleTeam

Screening Eagle Technologies | Proceq | Dreamlab

We are on a mission to protect the built world with software, sensors and data. We hire talented problem-solvers with bold ambition who share our passion for inspection technology to sustain mission-critical assets and infrastructure for future generations. Our culture is creative, innovative and inclusive. We are a fast-paced, product-driven, growth company headquartered in Switzerland with our Singapore technology hub and a global mindset looking to lead a digital revolution in inspection. Want to join the #EagleTeam?

Send your application to hr-dle@screeningeagle.com